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Attorney's Docket No. 02950.P015

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Patent Application of: )  
)  
Robert Joyce )  
)  
Application No.: 09/379,385 )  
)  
Filed: August 23, 1999 )  
)  
For: METHOD AND PROCESS FOR )  
ACCUMULATING AND )  
SUMMARIZING DATA FOR )  
TIME INTERVALS WITHIN A )  
CUSTOMER INTERACTION )  
SYSTEM IDENTIFICATION )

Examiner: Not yet assigned

Art Unit: Not yet assigned

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231

on September 15, 1999 Date of Deposit  
Lindy Vajreth Name of Person Mailing Correspondence  
Lindy Vajreth Signature 9-15-99 Date

Assistant Commissioner for Patents  
Washington, D.C. 20231

INFORMATION DISCLOSURE STATEMENT

Sir:

Enclosed is a copy of Information Disclosure Citation Form PTO-1449 together with copies of the documents cited on that form. It is respectfully requested that the cited documents be considered and that the enclosed copy of Information Disclosure Citation Form PTO-1449 be initialed by the Examiner to indicate such consideration and a copy thereof returned to applicant(s).

Pursuant to 37 C.F.R. § 1.97, the submission of this Information Disclosure Statement is not to be construed as a representation that a search has been made and is not to be construed as an admission that the information cited in this statement is material to patentability.

Pursuant to 37 C.F.R. § 1.97, this Information Disclosure Statement is being submitted under one of the following (as indicated by an "X" to the left of the appropriate paragraph):

  X   37 C.F.R. §1.97(b).

       37 C.F.R. §1.97(c). If so, then enclosed with this Information Disclosure Statement is one of the following:

       A statement pursuant to 37 C.F.R. §1.97(e) or

       A check for \$240.00 for the fee under 37 C.F.R. § 1.17(p).

       37 C.F.R. §1.97(d). If so, then enclosed with this Information Disclosure Statement are the following:

- (1) A statement pursuant to 37 C.F.R. §1.97(e);
- (2) A petition requesting consideration of the Information Disclosure Statement; and
- (3) A check for \$       for the fee under 37 C.F.R. §1.17(i) for submission of the Information Disclosure Statement.

If there are any additional charges, please charge Deposit Account No. 02-2666.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

Dated: 07/07/1999



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André L. Marais  
Under 37 CFR § 10.9(b)

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